

BillMax ISP Product Specifications

Technical Specifications

Operating Systems

- Server OS - Debian

Hardware Recommendations (minimums)

- 16 GB Ram
- 120GB solid state disk
- Server grade cpu(s)

Security

- Secure logins
- Role-limited access
- Activity logging
- Limited shell access/need
- No root user usage
- AES encrypted credit card and bank account information
- OAuth

Architecture

- Web Application
- Apache
- MariaDB
- Open source technologies

System Specifications

Application Interfaces

- CSR
- Customer portal

Data Model

- Company (branding)
- Account Profile (business rules)
- Account (billed entity)
- User (authorized contact/service location)
- Service (provided package/service)

System Administration

- Nightly reports
- Db integrity checks/repair
- Numerous activity logs
- Email alerts
- Testing tools

Document Types

- XML
- PDF
- XHTML
- Text
- Styled by XSLT
- JSON

Customizations

- Customizable interfaces, documents, programs
- Customizable lists for many fields
- Source code except for financial libraries
- REST and Soap/XML APIs
- Turnkey quotes available from BillMax team

Billing Features

- **Automatic Fees** – Credit card surcharge, late payment, declines (credit card/ACH), postal delivery, custom invoice fees
- **Billing Timing** – Fixed or anniversary day, split by sales type, balance/time thresholds, pre- or post-bill
- **Due Dates** – Specific day or net terms

- **Sale Types** – Subscriptions (pre-bill), usage-based, prepaid, one-time
- **Service Plans** – Packages or individual services with extensive settings and provisioning fields
- **Proration** – Auto-prorate services/credits for partial periods
- **Delinquency** – Auto-suspension, notices, late fees

- **Statements** – Retail, invoice, or transactional formats
- **Delivery** – Email, print, or fulfillment provider; multiple destinations per account
- **Taxes** – Multi-tax per item, by service/location, exemptions, Avalara integration

BillMax ISP Product Features

Asset Management

- Track and allocate assets to services
- Physical device inventory
- IP addresses

Automation

- Billing
- Discounts - available at Account, User and Service level
- Electronic Payments
- Service availability
- Customer notices
- Ticket notifications
- Escalating tickets

Customer Portal

- Device responsive
- Customizable menus, contact display and logo
- Shopping card included
- Payment methods can be added and updated
- Support tickets can be created

Integrations

- REST APIs
- Payment Processors: IPPay, Authorize.net, Moneris, Propay
- Email Hosting: BlueTie, Linux Magic
- Provisioning: Calix, Radius, Mikrotik
- CRMs - Salesforce, Hubspot, Zoho
- QOE - Preseem, Saisei
- See Integrations page on website for full list

Mapping

- Automatic geocoding on address entry
- Lat/Longitude manual setting
- Map of customer location
- Map of service location by POP
- Automatic lookup of census information based on Lat/Long

Provisioning

- Radius integration with freeRadius
- Hooks available at the account, user and service level
- Support for multiple systems
- Customizable fields for each product

Reporting

- Multiple companies for reporting purposes
- Integration with Quickbooks through IIF files, Netsuite
- Financial Close enforced
- GAAP Revenue recognition options
- Customized reporting through Memorized Report tool
- Reports include: Sales (accrual, cash), A/R, Deferred Revenue (report prebilled service revenue when earned and delivered), Payments, Refunds, Credit memos, Future Billings, Taxes and Fees, and BDC
- All reports printable or exportable to a spreadsheet

Scheduling

- Appointments by route and employee availability
- Employees color coded
- Two assignees can be made
- Automatic appointment email to customer
- Automated employee scheduling

Ticketing

- Service Level Agreements
- Timing - Open, Closed, On Hold until designated date
- Assignment - Round Robin, Designated Individual, First Response to ticket
- Queues - Category either internal or customer focused
- Customizable Issues and Resolutions for each Queue
- Permissions for Assignee and Team
- Service Information can be included automatically
- Subscribers can follow a ticket

VoIP

- CDR billing - pre-rated or using a rate deck
- Local Calling Guide available
- CDRs manually or automatically loaded
- Much more detail on VoIP Specifications page